

Hello Deaf and Hard of Hearing Community,

We are asking you to take few minutes to complete the survey.  
The purpose of this survey is to get your opinions and experiences with the lodging facilities accommodations in Iowa. We will have the result of the survey to identify the most pressing problems.

The survey will help us assess the industry as it relates to the Deaf and Hard of Hearing, Deaf-Blind and your experience and knowledge as it relates to your rights to hotel accommodations in the State of Iowa. Your information is important to us. We thank you in advance for your assistance.

***If you need assistance with survey, please call DSCI. We will be happy to help you with this survey.***

1. Have you wished to see the front desk with TTY? YES OR NO
2. Do you wish Room Services have TTY? YES OR NO

If yes, do you have any experiences you can share with us?

---

---

---

---

3. Do you feel that the lodging facility should have visual & vibrating alarm clocks in every room? YES OR NO

If yes, can you explain why it is so important to have visual & vibrating alarms clocks in the rooms?

---

---

---

---

4. Each time you stayed in a hotel/motel, did you have a visual fire alarm in your room? YES OR NO

If you had gotten a room that did not have a visual fire alarm in your room, what did you do? Why?

---

---

---

---

5. Do you feel that is necessary to have TTY as a public accommodation in the lobby? YES OR NO

If yes, why it is important to you? \_\_\_\_\_

---

---

6. Did you have any bad experiences when you called the lodging making a reservation though Relay Iowa? YES OR NO

What was your bad experience? Please explain:

---

---

---

7. Did you have any experiences when the lodging facility denied your request for an accommodation? YES OR NO

If so, how did you feel when the facility denied your request? \_\_\_\_\_

---

---

---

---

---

---

---

---

8. What would you do, if the Lodging facilities do not provide equal access to people with disabilities?

---

---

---

---

9. Have you experienced when you stayed your room that the closed captioning on your in-room TV does not work? YES OR NO

How would you handle this if your in-room TV does not have closed captioning?

---

---

---

---

---

---

---

---

10. Do you realize that ADA requires hotel to provide access to the people with disabilities with the following number of rooms to be equipped (TTY, Notification system, Telephone amplifier, Closed-Caption, Visual Smoke Detector Devices & Visual & Vibrating clock alarms)? YES OR NO

Number of Rooms in Facility	Number that must be accessible for persons with Hearing Impairment
1 to 25	2
26 to 50	4
51 to 75	6
76 to 100	8
101 to 150	10
151 to 200	12
201 to 300	14
301 to 400	16
401 to 500	18
501 to 1000	4% of total
1001 and over	40 plus 2 for each 100 over 100

**(Half of these must also be accessible for persons with mobility impairments)**

11. Do you have any additional feedback or ideas that you would like to share with us?

---



---



---



---



---



---



---



---



---



---

If you have any questions, please contact DSCI at 515- 281-3164  
TTY/Voice or 1-888-221-3724 Toll Free Voice / TTY

Thank you so much for your time and attention to this request. **Please  
return your survey by mail, FAX or e-mail it to no later than December  
1, 2008**

IA Department of Human Rights  
Deaf Services Commission of Iowa  
% Stephanie Lyons  
Lucas State Office Building  
321 E. 2<sup>nd</sup> Street  
Des Moines, IA 50319  
FAX: 515-242-6119  
E-mail: [Stephanie.Lyons@iowa.gov](mailto:Stephanie.Lyons@iowa.gov)

Sincerely,

*Stephanie Lyons*

Stephanie Lyons  
Consultant